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ISSUE DATE: June 25, 2020	REQUEST FOR PROPOSAL NUMBER: RFP#202001 _____	Inmate RFP Communications for the Fairfax County Adult Detention Center
DEPARTMENT: Sheriff's Office	DUE DATE/TIME: August 28, 2020/2:00 p.m. EDT	CONTRACT SPECIALIST: Laura Denise Howard, Chief Financial Services Branch Fairfax County Sheriff's Office – (703) 246-3223 lauradenise.howard@fairfax.gov

Request for Proposal: Inmate Communication Services

Amendment #2

This Amendment chronicles the questions received by the Deadline for Written Questions from Vendors and prior to the Proposal Due Date as outline in RFP. These clarifications and/or scope changes are hereby incorporated into the RFP requirements.

Date of Amendment:
08/13/2020

1. QUESTIONS AND ANSWERS:

The following questions were received by 5:00 P.M. Eastern Time on August 4, 2020:

- 1. What is the current inmate count for ADC, AIB and Mt. Vernon Police Station due to COVID-19 Pandemic?**
 - A. Current Count (8/10/20)
 - a. ADC 454
 - b. AIB 25
 - c. MT Vernon is a temporary hold / booking location only no inmates stays more than 10 hours at this location.

- 2. Is FCSO expecting an expansion during the initial term of the contract?**
 - A. There will be significant security upgrades that include moving walls, but we will not be adding additional ft².

- 3. Given that the County is requesting lobby banking kiosks, booking kiosks and debit release cards, does the County plan on continuing using Jail Tracker accounting module for inmate banking? Or does the County expect the vendor to provide an alternative inmate trust fund and accounting option with the lobby and booking kiosk?**
 - A. The County will keep Jail Tracker.

- 4. In Attachment 1 Mandatory Requirements, Section K Facility Specifications, the County lists their Jail Management System Provider as SIMMS. Is SIMMS something developed by Fairfax County or an external vendor? If provided by an external vendor, please provide company name, address, website location, and JMS vendor contact information.**
 - A. SIMMS was developed by Fairfax County. Contact information can be found in Attachment 1, Section K (Facility Specifications) of the RFP.

- 5. Please provide a copy of the current inmate telephone contract, including any Attachments, Amendments or Addendums.**
 - A. A copy of the current contract will not be furnished.

- 6. Please provide the County's monthly Revenue / Commission Statements to include a detailed summary of call traffic, broken out by Call Type and Bill Type. This information is necessary to ensure we can provide Fairfax County with our best offer.**
 - A. Average Monthly Statistics are provided in Attachment 1, Section K (Facility Specifications), Subsection 3 – Average Monthly Statistics. These will be the only statistics provided.

- 7. Please provide 6 months of Call Detail Reports with a detailed summary of call traffic broken down by call type and bill type including Intercell.**
 - A. Average Monthly Statistics are provided in Attachment 1, Section K (Facility Specifications), Subsection 3 – Average Monthly Statistics. These will be the only statistics provided.

- 8. Is the County requiring the JMS provider to help absorb some of the costs of the JMS interface?**
 - A. Yes, the County is requiring the JMS provider to help absorb some of the costs of the JMS interface.

9. Does FCSO currently use onsite or remote video visitation? If yes, who is your current video visitation provider?

A. Not for routine visitation – Due to Covid, we have used Zoom as a temporary work through.

10. Does FSCO charge for remote video visitation? If yes, what are the current rates and what is the maximum duration of remote video visits?

A. Video visitation is not currently installed/offered at any of the Facilities.

11. Does FSCO currently use inmate tablets? If yes, who is your current tablet provider?

A. The County does not currently have inmate tablets.

12. Do you have an education provider via tablets?

A. No, the County does not have an education provider via tablets.

13. Does the County receive commission for all call types local, intralata, interlata, interstate, international for all calling methods collect, prepaid, debit, single call, Text2Connect, Collect2Card, Collect2Phone, QuickConnect, advanced calls, convenient calls, premium calls or credit card calls?

A. The County receives commission for the following approved call types: local, intralata, interlata, interstate, international, and domestic international for the following approved bill types: collect, direct bill, prepaid collect, and debit. The County does not allow any single call services/bill types such as those listed in vendors question. Please refer to Attachment 1, Section K (Facility Specifications) for a list of the approved call types/bill types.

14. Is it acceptable to provide submit additional pricing proposals in addition to Option 1 and Option 2 in the Attachment 1 Mandatory Requirements?

A. No, the County wants pricing proposals for Option 1 and Option 2 only. Any additional pricing proposals may be requested should County choose to request a Best and Final Offer (BAFO).

15. On Attachment 1 Mandatory Requirements - Section J Electronic Messaging via the Tablets - 3.005 states Bidder shall offer a default dictionary in regard to electronic messaging on tablets. Will the County please clarify if this means a dictionary of pre-loaded keywords/phrases or as keywords are added by end users?

A. The County requires a dictionary of pre-loaded keywords/phrases.

16. In the RFP, Section 12.7 – Financial Guarantee Requirement # 12.7.2.1 says that the Bidder’s Financial Guarantee shall be a minimum of \$673,000 per year or \$168,250.00 per quarter.

16.1. What ADP is the Financial Guarantee based on?

16.2. Can the Financial Guarantee be adjusted based on ADP?

A. The ADP is based on 850. The County will consider an adjustable guarantee, but with a base amount that is not adjustable.

17. Are all inmate deposits handled through Access Corrections?

A. No, only family members cash and credit cards are handled through Access Corrections.

18. Are inmates' funds stored in Jail Tracker or Aramark?

A. Inmates' funds are stored in Jail Tracker.

19. During the mandatory pre-bid meeting on 7/28/20, the following vendors were in attendance: GTL, Securus, Smart Communication, and Combined Public Communications. The incumbent vendor, ICSolutions, did not attend the pre-bid meeting. Please confirm that only the 4 bidders who were at the mandatory pre-bid meeting for its entirety will be able to submit a proposal response.

A. Consideration of bids will be consistent with page 8, section 3.3.7 and 3.3.2 on RFP #202001.

20. During the pre-bid meeting facility tour, it was stated that the facility did not want wall mounted charging stations for tablets in some of the open PODS but would prefer them closer to the correctional officers for distribution. Does the facility want them on carts so officers can control the distribution or wall mounted units so inmates can access them on their own or both? If both, please identify what PODS each type of tablet charging stations should installed.

A. We are open and will consider all options.

21. Do the existing inmate kiosks use Cat 5 or Cat 6 cable? Will the successful vendor be able to reuse this working for the vendor's in pod kiosk solution?

A. The current inmate kiosks do not use a wired connection and functions wirelessly. The County does not want the replacement inmate kiosks to use the same technology and would require a CAT 6 connection.

22. During the pre-bid meeting facility tour, it was mentioned that the incumbent vendor provides separate attorney phones with no keypads. It was stated that attorneys call the "front desk", and the calls are then transferred to the attorney phones in the PODS where the inmates are that they wish to speak to. Please explain how this works. Are the attorney phones wired to the facility PBX or the ICSolutions call-processing platform? If wired to the ICSolution platform, are the attorney calls tracked in the inmate telephone interface (but not recorded)?

A. Incoming attorney phone calls are not tracked nor monitored, nor are they tied to the inmate telephone system.

23. So that each vendor can provide the most accurate quote/financial offer, can FCSO please provide a housing breakdown by facility and housing unit, along with the current ADP for each housing unit, average pre-COVID population, and its respective maximum capacity?

A. The County will provide Facility housing unit lists upon award of the contract. The past 12 months ADP is provided below.

Month/ Year	7/19	8/19	9/19	10/19	11/19	12/19	1/20	2/20	3/20	4/20	5/20	6/20	7/20
ADP	797	788	799	801	760	745	733	735	687	520	478	455	441

- 24. To ensure all vendors have the same and most recent information, we respectfully request that FCSO please provide to all vendors the current monthly call volumes for 12 months, in an Excel spreadsheet if possible, broken out by call route (local, IntraLata, InterLata, and Interstate)?**
- A. Call statistics are provided in Attachment 1, Section K (Facility Specifications), Subsection 3 – Average Monthly Statistics. These will be the only statistics provided.
- 25. Can you please provide “Monthly Commission” or similar monthly activity reports that provide a breakdown of any of the following ITS information for the past three (3) months (past 12 months preferred):**
- Gross Revenue
 - Commission Rate
 - Commission Earned
- A. Revenue/commission statements related to the County’s current inmate communication services agreement are not applicable to the RFP and will not be provided.
- 26. Can the County please provide a breakdown of your current Visitations, for the past twelve (12) months:**
- Onsite/in-person:
 - Number of sessions
 - Number of minutes
- A. Pre-Covid, the County only conducted visitation on Saturday and Sunday, which averaged between 140-170 visits per day, at 25 minutes each. Currently, we are not allowing inmate visitation.
- 27. Attachment 1, Tab B.1. Proposal Order requests a copy of our tariff to be included in Vendor Exhibit 1. As tariffs are not required in Virginia, we respectfully request the FCSO consider removing the requirement to provide this document.**
- A. The revised Attachment 1, Section B.1 as amended by Amendment #2, Section 2 to the RFP does not include this requirement.
- 28. Per Section 11.1.1.8.1, 11.5.1.1., and 11.5.2.1. of the Main RFP, it states, “A response indicating this information is confidential and/or proprietary will be considered an Exception.” Please confirm a response marked as ‘confidential’, yet the vendor still provides the information and marks the response as “Read and Agree”, is not considered an exception? Please also confirm that when a vendor elects to not provide the requested information due to a response of confidentiality this would be considered an exception?**
- A. If considered confidential and/or proprietary, vendor may provide as such. However, stating confidential and/or proprietary and not providing the requested information should be labeled as an exception.
- 29. Considering the scope of this RFP and number of communication products being requested, will the County consider extending the deadline by two (2) weeks to allow for vendors to receive answers to questions, evaluate those responses, and provide the most advantageous offering to the County?**
- A. No, the deadline will remain August 28, 2020 at 2:00 p.m. EDT.

30. Will the County please elaborate on how small minority utilization through subcontracting will be evaluated?

A. The County encourages small minority utilization through subcontracting, it will not be a weight factor in the evaluation of the bid.

31. Attachment 1, Tab B.1. indicates that the Vendor's Proposal Response Section must be limited to 200 pages and include sections 1-12. Sections 1-12 are the entire RFP Solicitation. Does the County intend to have Vendors include the entire RFP within the 200 pages allotted for "Bidder Proposal"?

A. No, the Bidder Proposal shall address the requirements include in Sections 10 – 12 of the RFP Document including all subsections and numbered items. Please refer to the revised Attachment 1, Section B.1 as amended by Amendment #2, Section 2 to the RFP.

32. Please confirm that the successful vendor of this RFP will have exclusivity on Trust deposits.

A. No, the successful vendor will not have exclusivity on Trust deposits.

33. Please confirm only the following mandatory pre-bid conference attendees, GTL, Smart Communications, CPC, and Securus, are the only vendors that will be considered for this RFP.

A. Consideration of bids will be consistent with page 8, Section 3.3.7 and 3.3.2 on RFP #202001.

34. On page 27 and 42 of the issued RFP, Section 10.2.3.4, the County requests "a comprehensive inmate education solution." Since educational components and contents can vary drastically and effect pricing, will the County please elaborate on the education requirements in this RFP?

A. The County wants to have flexibility to provide on demand in-unit education either live or recorded

35. Within the Excel Attachment 1 on Tab K, the County provides contact information for Lexus; on Tab J, Sections 1.026 and 1.030, the County requests that the vendor provide West Law. Will the County please confirm which Law Library software they are seeking?

A. The County is seeking Lexis Nexis, but we want the option to change in the future as situations and demand dictate.

36. Within the Excel Attachment 1 on Tab L under Option 2 – VVS Rates (page 2 of 3), the County says, "Tablet Revenue Share (%)." We believe that should say "VVS Revenue Share (%)." Please confirm.

A. Yes, Section 2, Option 2 should say "VVS Revenue Share (%)." Please refer to the revised Attachment 1, Section L as amended by Amendment #2, Section 2 to the RFP.

37. Does the County have a preferred vendor for installation of conduit and modifications of existing cable runs that will need to be shifted or relocated? This is regarding the installation of access points, new kiosks, terminals, charging stations, etc., and moving terminal jacks for ADA compliance.

A. The agency does not have a preferred vendor for cable run installations, shifts or relocations; however, it is recommended that Quality Communications (QCI) be consulted.

- 38. Is the County open to a reimbursement for providing the conduit and cabling for the access points, new kiosks, terminals, charging stations, etc., and moving terminal jacks for ADA compliance rather than a vendor utilizing a subcontractor for this work?**
- A. Yes, the agency would be open to reimbursement for using its current contractor that handles cable installations.
- 39. What third party applications, outside of the vendors offering, would need to be made available on the vendors POD Kiosks? Ex: Aramark Commissary, Access to County Web Payment Portals, other County Apps, etc.**
- A. The County uses third party applications from the following vendors: Aramark Commissary, Access Corrections, Simms, JailTracker, inmate programs and other applications as they become necessary or available.
- 40. In regard to the existing County developed / installed POD Terminals (Kiosks), if a vendor replaces all of these with their system, and provides equal access to the required applications that currently exist on these terminals through their system, can the County provide a detailed port map of the wiring that exists behind each terminal?**
- A. The agency will consult with the current County contractor to determine if they can accommodate this request and provide to the awarded vendor.
- 41. What type of cabling, power or network cabling, is available in the jacks behind each County POD Terminal (Kiosk)?**
- A. The agency's POD Terminal kiosk uses an ISDN line.
- 42. Can the County provide a floor plan showing network/telco closet locations, or provide a list of telco closets and the distances between those and the main DMARC, of each facility?**
- A. We have a total of around 12 closets and county DIT will have to be consulted for exact distance of runs. This will take some time (months). But all closets are fiber backbone from sally port demark. Detailed floor plans will not be released at this time.
- 43. Is there currently any charge for the Attorneys to utilize the "Inbound Attorney Phones" in each POD/Housing Unit?**
- A. Currently there is no charge for attorneys to utilize the "Inbound Attorney Phones".
- 44. How does the current "Inbound Attorney Phones" in each POD/Housing Unit function? Is there a specific phone number that is dialed by an attorney to reach this functionality or do staff members transfer calls to a specific number? (Please detail this "Inbound Attorney Phone" process flow)**
- A. There is a central number, staff members will verify attorney information, then transfer the call to the specified block
- 45. If a vendor has the ability to provide inbound, NON-Recorded, Attorney video visitations; including both onsite and remote, would the vendor be required to provide the "Inbound Attorney Phones" in each POD/Housing Unit as they are today?**
- A. Yes, the phone will still need to be provided.

46. In the event that a vendor offers free onsite video visitation sessions to accommodate family & friends that travel to the facility, is the County open to closing the face to face visitation booths and move to onsite visits being conducted ONLY from the lobby visitation terminals provided by the new vendor?

A. The County is open to this option.

47. As discussed on the walk-through, the amount of video visitation terminals to facilitate onsite visitations from the lobby area is (2), correct?

A. Correct, with the option to expand in the future as needed.

48. The number and duration of free phone calls from booking for each inmate is (5) 20 min calls. If an inmate uses 2 of these calls and has 3 left, but he or she is moved from the booking area to a POD/Housing Unit, would the county prefer that the inmates 3 additional free calls move with them to utilize in the POD/Housing Unit?

Yes, the County requires all inmates have access to 5 free calls per booking accessible from any locations throughout the facility(s).

49. B.1.A. Cover Sheet is listed instead of Cover Letter; however, B. 1.006 directs: "The cover letter shall be printed on Bidder letterhead and signed by a company officer with the authority to bind and contract with the FCSO." If a cover letter is required, where should it be in the proposal order?

A. Section B, Requirement No. 1.006 is amended to read as follows: "The Cover Sheet, form DPSM32 (rev 12/10), shall be printed on Bidder letterhead and signed by a company officer with the authority to bind and contract with the FCSO.". Please refer to the revised Attachment 1, Section B as amended by Amendment #2, Section 2 to the RFP.

50. Does the RFP have to be printed on double-sided paper?

A. Yes, the submit proposal must be printed on double-sided paper.

2. AMENDED RFP SECTIONS

Amendment #2 addresses changes and/or corrections to the following Sections of the Request for Proposal (RFP):

- 2.1 Attachment 1, Section B.1 (Proposal Order)** of the RFP is hereby deleted in its entirety and replaced with the attached revised Attachment 1, Section B.1 which is amended for correction to the specified language within the following proposal item sections: “BIDDER PROPOSAL: Section 10 through 12 of the RFP Document including all subsections and numbered items.” and “Bidder Exhibit 1: Bidder Documentation, State Business Registrations & Licenses, FCC Documents”.
- 2.2 Attachment 1, Section B (RFP Instructions & Format)** of the RFP is hereby deleted in its entirety and replaced with the attached revised Attachment 1, Section B.
- 2.3 Attachment 1, Section L (Rates, Fees & Revenue Share)** of the RFP is hereby deleted in its entirety and replaced with the attached revised Attachment 1, Section L which is amended for correction to the specified language in Section 2 – VVS Rates, Fees, and Revenue Share, Option 2.